

interconnected VoIP providers and to manufacturers of equipment that is specially designed to provide interconnected VoIP service will be submitted for approval to the Office of Management and Budget (OMB). They are not effective as to interconnected VoIP providers and related manufacturers until OMB approval has been obtained. The FCC will publish a notice of the effective date of the reporting and recordkeeping provisions of this rule as to interconnected VoIP providers and related equipment manufacturers after it obtains OMB approval.

**§ 6.19 Answers to informal complaints.**

Any manufacturer or provider to whom an informal complaint is directed by the Commission under this subpart shall file an answer within the time specified by the Commission. The answer shall:

- (a) Be prepared or formatted in the manner requested by the complainant pursuant to § 6.17, unless otherwise permitted by the Commission for good cause shown;
- (b) Describe any actions that the defendant has taken or proposes to take to satisfy the complaint;
- (c) Advise the complainant and the Commission of the nature of the defense(s) claimed by the defendant;
- (d) Respond specifically to all material allegations of the complaint; and
- (e) Provide any other information or materials specified by the Commission as relevant to its consideration of the complaint.

**EFFECTIVE DATE NOTE:** At 72 FR 43559, Aug. 6, 2007, § 6.19 was amended by adding a note, effective Oct. 5, 2007. This paragraph contains information collection and recordkeeping requirements and will not become effective until approval has been given by the Office of Management and Budget. For the convenience of the user, the added text is set forth as follows:

**§ 6.19 Answers to informal complaints.**

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Note to section 6.19: The application of the reporting or recordkeeping provisions included in § 6.19 to interconnected VoIP providers and to manufacturers of equipment that is specially designed to provide interconnected VoIP service will be submitted for approval to the Office of Management and Budget (OMB). They are not effective as to interconnected VoIP providers and related manufacturers until OMB approval has been obtained. The FCC will publish a notice of

the effective date of the reporting and recordkeeping provisions of this rule as to interconnected VoIP providers and related equipment manufacturers after it obtains OMB approval.

**§ 6.20 Review and disposition of informal complaints.**

(a) Where it appears from the defendant's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the informal complaint closed, without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information, the nature of which is specified in paragraphs (b) through (d) of this section, shall be transmitted to the complainant and defendant in the manner requested by the complainant, (*e.g.*, letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, ASCII text, audio-cassette recording, or braille).

(b) In the event the Commission determines, based on a review of the information provided in the informal complaint and the defendant's answer thereto, that no further action is required by the Commission with respect to the allegations contained in the informal complaint, the informal complaint shall be closed and the complainant and defendant shall be duly informed of the reasons therefor. A complainant unsatisfied with the defendant's response to the informal complaint and the staff decision to terminate action on the informal complaint may file a formal complaint with the Commission, as specified in § 6.22.

(c) In the event the Commission determines, based on a review of the information presented in the informal complaint and the defendant's answer thereto, that a material and substantial question remains as to the defendant's compliance with the requirements of this subpart, the Commission may conduct such further investigation or such further proceedings as may be necessary to determine the defendant's compliance with the requirements of this subpart and to determine